

# PRESCOTT SURGERY PATIENT NEWSLETTER

March & April 2026

**Latest News from The Surgery – From Nick Storey, Business Manager and Jackie Jones, Chair, Prescott Surgery Patient Participation Group.**

## **Important News from your Patient Group (PPG)**

### **Patient Group Annual General Meeting**

The Patient Group AGM took place on 22<sup>nd</sup> January 2026. I am delighted to continue the role of Chair of the group and alongside me I welcome Lorraine Tozer as Co-Chair. Lorraine and I will work closely together on all patient matters and regarding the premises/proposed new surgery. I also welcome Alison Bowen as Secretary of the group.

### **Sister Sarah Marshall**

Sister Sarah Marshall left the practice in March. On behalf of all patients, I would like to thank Sister Marshall for all her hard work, commitment and dedication to the patients of the practice. I am sure you will join me in sending Sister Marshall our very best wishes for the future.

### **Proposed new housing developments in Baschurch & neighbouring villages**

I attended the Parish Council meeting at the beginning of February and heard the news that Bonningale developers are proposing to provide land for a new surgery and build a new surgery. I spoke at the meeting making it known that there is a lot of considerations building a new practice, especially regarding the financial purse. It is the NHS who fund all property aspects of GP surgeries and the challenge over the last 7 years is that the NHS has never had funding to support the cost of building a new surgery nor to support the ongoing property costs such as rent and business rates. The developers are in conversation with the local NHS (ICB), regarding the proposed project and therefore whilst this news is positive, we all cannot assume everything will just happen, as we would like it to. There are also legal and financial implications to be considered and worked through by the practice leadership team. In essence there is a long way to go.

### **Jackie Jones**

**Jackie Jones, Chair - Prescott Surgery Patient Group**

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## **Important News from your Surgery**

### **Response from the Partners regarding the Patient Survey**

The partners would like to thank all patients who participated in the patient survey in autumn 2025. There were many comments, all of which have been read. We would appreciate it, however that any issues that relate to individual care are fed back to us at the time so that we can respond to issues raised at that particular time, as it is difficult to understand specific issues highlighted anonymously. We would like to respond to the main themes arising from the feedback.

**Privacy at the reception desk** was highlighted several times. As with so many challenges that we face due to the constraints of the practice building, we don't have anywhere private to be able to take patients. We have reminded the reception team following the publication of the survey results however, of the need to always speak discreetly.

Patients will have noticed that we have recently improved the waiting room by re-upholstering the seating.

**Appointment availability** was another issue raised. Many patient comments highlighted excellent care provided however also the difficulty in obtaining routine appointments. We are always trying to strike the right balance between 'on-the-day' appointments and routine appointments but appreciate the difficulty in getting a routine appointment with a GP of choice. Although space constraints are a factor, we are seeing more patients with newly diagnosed chronic diseases and seeing many patients more frequently than we should, because when patients are waiting months for a secondary care appointment with a specialist, they often require ongoing care from their GP surgery. To help appointment availability we appointed Dr Williams as an additional GP in August 2024 and in January 2026 we appointed Dr Anwar. It must be said however, that the benefit of being a member of the Shrewsbury Primary Care Network (PCN) however, is that we can offer evening and weekend appointments at the hub in Shrewsbury and we would encourage patients to accept these appointments when offered. All GP practice records are electronic and clinicians at the hub have access to your medical records.

Patients were very **positive about the improvements to the dispensary service**. Thank you for those comments. We expect that the introduction of the Pharmabox will reduce the length of time that patients wait in a queue to collect medication. The NHS did not fund Pharmabox however the practice partners decided to invest the funds to purchase this item in response to an obvious need to do something differently to improve the service that we offer.

Finally, in relation to **premises and parking**, you will already be aware that we are in discussion with the ICB regarding funding for premises. In the meantime, we ask that patients are considerate to our neighbours when they park on the road.

### **Drs Guildford, Stone and Booth - Partners, Prescott Surgery**

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#### **Pharmabox**

If you would like to collect your medication from the Pharmabox please complete the sign-up form available on the website. Although the form is 8-pages long, there are **only 2 pages** to complete. You can ask for a copy of the sign-up form at the Dispensary or at Reception should you not be able to print at home.

#### **Automated Annual Recall Process**

Many of you will have already received automated invitations to provide us with information about your current health via a link to a text message or an email. In April we will be extending the service to all patients and will be contacting patients in their month of birth. The aim is to reduce the number of times that you are contacted to request that you come in. For the system to work effectively please let us know if you have changed your mobile phone number or email address.

#### **Spring COVID-19 Booster Vaccine campaign**

We will be participating in the Spring COVID-19 Booster Vaccine campaign and eligible patients will be contacted when we make appointments available.

#### **Nursing Team**

We bid Sr Sarah Marshall a very fond farewell and every success as she takes up an appointment at a practice a few minutes' walk from her home. We would like to thank Sarah for her loyal and committed 12 years' service. We are in the process of recruiting Sarah's replacement and ask that you bear with us if at times we cannot provide timely nursing appointments. We will endeavour to ensure continuity of care, but we may direct you to the nursing service provided by Shrewsbury PCN, if we are not able to fit you in.

#### **Nick Storey – Business Manager, Prescott Surgery**

Please **do** contact the surgery if you have a medical need during our opening hours, Monday to Friday 08.00am-6.30pm. If you have a non-urgent medical query during the evening and weekends that cannot wait until the surgery re-opens, please call 111, this service is available 24 hours.

If you have a medical emergency, please dial 999